



Now Hiring **Operations Manager**

Reports to: Director of Operations

Position Status: Exempt, Salaried; 40 hours/week

Salary: \$70,000-86,000 with robust employee benefits package detailed below

Position is based in Charlottesville, VA. Hybrid work schedule with at least 60% of time in the office expected. Preference will be given to applicants who reside in or are willing to relocate to the service area of the city of Charlottesville or the counties of Albemarle, Buckingham, Fluvanna, Greene, Louisa, Nelson, and Orange.

Preference will be given to those who are directly impacted by the work of the foundation. We seek candidates with diverse experiences, including those who have lived experience with the social challenges that we seek to address and with the communities that have experienced adverse effects of unequal social and economic systems.

To apply: The application deadline is November 22, 2024. Target start date is mid-January.

Submit the following to jobs@opriesconsulting.com.

- Résumé
- Three references (We will not contact references until later in the hiring process.)
- Cover letter (Please address how your lived experiences and past work history have prepared you for this position—specifically how you will align with the foundation’s racial equity journey which is built upon practices of inclusivity, mutual aid, solidarity, liberation, healing, and power-building).

ABOUT THE CHARLOTTESVILLE AREA COMMUNITY FOUNDATION

The Community Foundation was established in 1967 with a mission to improve the quality of life in Charlottesville and the surrounding counties of Albemarle, Buckingham, Fluvanna, Greene, Louisa, Nelson, and Orange. This region of more than 310,000 people includes a variety of rural and urban environments, and is home to a complex and deeply painful American history.

The region’s changing demographics present opportunities for greater inclusion, and the Community Foundation is thoroughly committed to being a community-centered, equity-forward organization that ensures our region is one where everyone can belong, contribute, and thrive. As a tax-exempt, nonprofit public charity, the Community Foundation works with local residents, nonprofits, and public and private organizations to facilitate philanthropy through several hundred donor funds and scholarships while making local investments through its own discretionary resources.

ORGANIZATIONAL VALUES

Our team believes that candidates who demonstrate and seek to develop the following qualities will find our organization an environment in which they can thrive:

1. **Growth Mindset** – to be willing and able to grow, change, and do things differently. Go beyond what training, experience, or upbringing has taught us and be open to challenging what we think we know. Be humble, curious, and open-minded to explore ideas or opportunities that are new to us.
2. **Innovation Orientation/Sense of Possibility** – to bring to the work a “how can we” or “how could this be possible” as opposed to a “we can’t” mindset. We can be in legal and ethical compliance and also question the way things have always been done or our assumptions about them in service of making change and progress.
3. **Authenticity & Vulnerability** – to be able to bring and share yourself with the team. While we each can make choices about personal boundaries and parts of our lives and selves that we prefer to keep private, we can be genuine and true to ourselves with each other. This is crucial to building trust.
4. **A Spirit of Solidarity & Differentiation** – to recognize and value our shared fate and invest in each other’s success. At the same time, we appreciate each person’s uniqueness and do not equate experiences or assume that having similar identities (such as race, gender, or position) makes us the same.
5. **Direct Communication** – to speak our own truth and listen deeply to each other in order to really negotiate and engage in genuine relationships. We give and receive feedback thoughtfully and respectfully, recognizing that this is critical for individual and collective growth and accountability.
6. **Responsibility for Learning** – to do the personal work to dismantle internalized ideas about self and others, to see the larger system and our individual locations in it, and to work together as effective change agents.

POSITION SUMMARY & ESSENTIAL FUNCTIONS

Reporting to the Director of Operations (DOO), the Operations Manager (OM) plays a key leadership role in managing office administration, human resources, and database management. The OM is responsible for managing systems and procedures to enhance efficiency and effectiveness, ensuring that operational functions align with the foundation’s strategic goals. This role involves broader oversight and decision-making responsibilities, contributing to both the day-to-day operations and the long-term development of organizational processes.

Below are some of the core, recurring activities for this role and other duties may be assigned by the DOO. This position allows for flexible work within the parameters assigned established by the Community Foundation and agreed to by the DOO.

Administration & Operations

- Coordinate and participate in coverage during public office hours
- Function as de facto office manager, providing guidance to the Operations Coordinator and with support from the DOO, to proactively manage office supply, snack, and equipment inventories, as well as the scheduling of meeting spaces and overall cleanliness of the office
- Oversee management of the Master Calendar and planning and execution of team-wide meetings
- Participate in the development and refinement of organization-wide policies and procedures to ensure consistent execution of core activities and the necessary infrastructure to support this
- Support the implementation of equity-forward operational practices and procedures in alignment with the foundation's equity commitment
- Participate in foundation-wide project management, including resource planning, prioritization and sequencing of tasks, and progress reporting
- Coordinate service providers (e.g. cleaners, IT contract support, etc.)
- Manage organizational memberships
- Coordinate accreditations and registrations (e.g. National Standards, SCC, etc.)
- Manage templates for committee and board meetings, facilitate the placement of materials to the Board Portal, and take minutes as requested
- Manage review, update, and storage of organizational policies and procedures
- Coordinate and participate in logistics support for foundation activities and events as needed

Human Resources

- Coordinate onboarding and offboarding activities for team, board, and committee members
- Participate actively in team culture-building and equity-learning work of the team
- Manage the maintenance of employee records
- Support benefits administration by working with benefits providers and employees
- Support the DOO in setting personnel policies and procedures, while ensuring compliance with all state and federal employment regulations
- Collaborate with the DOO to lead an annual review of the Employee Handbook

Information Technology

- Collaborate with the DOO to design and implement leading practices that promote the most efficient and impactful use of the database, including training and usage protocols
- Function as primary internal support for departments and individuals needing database support and participate actively in the relationship with the database system provider
- Function as primary internal support for all utilized software (e.g. Adobe, DocuSign, Office 365, and Zoom)
- Support the design and implementation of appropriate protocols for data security
- Coordinate thoughtful and intuitive storage of files on SharePoint
- Partner with our contracted IT support firm to assist team members in navigating IT issues
- Provide guidance and support to the OC in monitoring of info@ inbox and main voicemail to ensure timely response to stakeholders

QUALIFICATIONS: EDUCATION, WORK EXPERIENCE, SKILLS, AND LIVED EXPERIENCE

The successful candidate thrives as part of a team that values integrity, open and direct communication, vulnerability, and empathy. They will bring an eagerness to learn, a strong attention to detail, a willingness to take ownership of tasks both big and small, and an ability to remain flexible and adapt to change. They will be a team player, an active problem-solver, and open to new ideas.

We encourage applications from candidates who have lived experience with the social challenges that we seek to address and with the communities that have experienced adverse effects of unequal social and economic systems. Relevant lived experiences will be weighed equally with professional experiences. We do require that candidates understand and value racial equity as an organizational operating principle and be committed to continued learning on issues related to diversity, equity, and inclusion.

Additionally, the following are desired qualifications:

- Five or more years of relevant professional experience in office administration and human resources
- Experience managing and prioritizing multiple priorities and tasks at any given time, demonstrating strong attention to detail and delivering high-quality work in a timely manner
- Personal qualities of integrity and ultimate discretion regarding confidential matters
- Demonstrated proficiency with the Microsoft Office suite (Word, Excel, Outlook, and Teams) and relational database programs, and the aptitude to learn new programs quickly and support others in their learning and utilization of software programs
- Self-starter who takes initiative and adapts to ever-changing conditions and priorities with calm
- A strong customer service orientation, with outstanding communication and collaboration skills

TOTAL BENEFITS PACKAGE

The Community Foundation offers a robust employee benefits package, including:

- Flexible work hours and hybrid schedule
- Institutionalized ½ day Fridays that don't require PTO
- Paid parking
- 100% of employee health insurance paid
- The opportunity to participate in a 401(k) with up to 6% employer match
- 20 days of personal time off in the first year of employment, plus 16 paid holidays
- \$100 per month maximum telecommunications reimbursement to offset phone/internet expenses
- Up to 12 weeks paid parental leave (16 weeks for multiples)
- 60% Short Term Disability and 60% Long Term Disability + \$100K life insurance
- Opportunities for professional development and growth

The Community Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristics protected by federal, state, or local laws. This

applies to all terms and conditions of employment, including recruitment, hiring, placement, promotion, termination, layoff, leaves of absence, compensation, and professional training.

[O-Pries Consulting](#) is conducting the Charlottesville Area Community Foundation's search for this position. O-Pries Consulting offers personalized consulting services to help mission-driven organizations thrive by focusing on people operations, organizational development, and strategic frameworks. Led by Lindsey O-Pries, the firm is dedicated to building collaborative, values-centered solutions tailored to each client's unique needs, whether navigating challenges or scaling for growth.